USPS Report on PRC Rate and Service Inquiries for December 2011

The Postal Regulatory Commission referred 56 inquiries to the Postal Service in December. Customers received responses on average within 14 days.

Inquiries covered various topics that fell into three main categories:
- Delivery services (45) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (7) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (4) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

PC Postage Products and Services
PC Postage products and services allow customers to purchase and print postage using a personal computer connected to the Internet, and a printer. Click-N-Ship provides customers with the ability to purchase PC Postage labels, pay for postage with any major credit card, calculate and compare postage, and purchase insurance up to $5000. For additional information on Click-N-Ship visit http://faq.usps.com/, and select the "Online Postage Tools" option under the "Sending Mail" category.

To get assistance with Click-N-Ship, the Click-N-Ship Help Desk is available by phone at 1-800-344-7779, select option 3. The hours of operation for the Help Desk are Monday through Friday: 8:00 am to 8:30 pm ET, Saturday: 8:00 am to 6:00 pm ET. The Help Desk is closed on Sunday and most Holidays. You may also correspond by email by selecting the Customer Service link on www.usps.com homepage. Select "Send us an email" and "Information" as the inquiry type. Under the "Sending Mail" heading, select "Online Postage Tools", and "Click-N-Ship". Fill in the requested information to complete the email.

You must mail your item on the date that you selected for your Click-N-Ship label; this is known as the Ship Date. An electronic record is generated on that date indicating that your mailpiece has been mailed. Packages shipped with labels that have incorrect Ship Dates may be returned to the sender and will not be eligible for a refund. If you are unable to use the label, you should request a refund within ten (10) days of the printing date and create another label with the correct Ship Date. Your online label can be used only as it has been printed, without any alterations. If you find an error in your label, print a new label with the correct information and request a refund. Any mail piece which has a manually altered online label will be returned.

To initiate a refund for labels that did not print successfully within 10 calendar days of the date it was created, you can submit your request online through your account in Click-N-Ship. To request a refund online, you will need to sign in to your account on www.usps.com. Once you have logged in, select "Ship a Package" and click "Print a Label with Postage" to access your Shipping History. Select "Shipping History," and input a date range. Next, find the transaction(s) that did not print successfully and click on it. Click the label number to view details, and select the "Request Refund" button and provide the reason for the refund. Lastly, click the "Submit" button to initiate your refund request. A second option is to send us an email at cnspayment@usps.com. You will need to include the following information (found in your confirmation emails and Shipping History): your name, transaction date, transaction amount, transaction number, Click-N-Ship account number, payment method: (If credit card, include type of card and its last four digits, or if PayPal™ or Bill Me Later®, include the account email address), and a summary of your issue or question. Please do not include any additional personal data in your email except for the information requested above.

USPS® strives to use Click-N-Ship to highlight premier services such as Priority Mail®, Express Mail®, and our International services. Should Click-N-Ship not meet your mailing needs, USPS has vendors who provide the full line of services through their PC Postage products. USPS strongly encourages online shippers to try one of their services if Click-N-Ship does not meet your mailing needs. For more information, please visit http://www.usps.com/business/online-postage.htm. Customers can also find answers to many frequently asked questions by visiting the US Postal Service website at usps.com/customerservice/welcome.htm.